

# Instructions in Case of Breakdown

Service Contract/Policy Number: \_\_\_\_\_

Keep this page in your glove compartment for usage details. For online access, bookmark [www.mrclaims.net](http://www.mrclaims.net) or download the **pocket geek auto** app on your smartphone. With both [www.mrclaims.net](http://www.mrclaims.net) and pocket geek auto, you have instant access to your service contract/policy terms & conditions, locate a preferred repair facility, track claim status or just email questions to our experienced customer service representatives. Your contract/policy can be added to the pocket geek auto app 24 hours after purchase.



The **pocket geek auto** app gives you access to all of your service contract/policy benefits from your smartphone or mobile device. The Pocket Geek Auto app is free and available on the App Store and Google Play Store. Register your vehicle by answering a few questions to access app features AND a year of unlimited free advice on setting up in-car technology via the Personal TechPro service.



## IN CASE OF A BREAKDOWN

If your vehicle needs to be towed: **Call 24-hour Roadside Assistance: 866-603-5420** or go to [www.mrclaims.net](http://www.mrclaims.net)

- Additional Services covered by roadside assistance\*:
  - ✓ Battery/Jump-start Service
  - ✓ Fuel, Oil, Fluid and Water Delivery
  - ✓ Flat Tire Assistance
  - ✓ Lock-out Service

## WHAT TO DO IF REPAIRS ARE NEEDED

1. Locate a preferred repair facility by visiting [www.mrclaims.net](http://www.mrclaims.net).
  - a. Enter your Service Contract/Policy Number & Last Name, then click "I need a Repair" button
  - b. Enter your vehicle make and Zip Code to find a preferred repair shop via the RepairPal network
  - c. If you are unable to locate a preferred repair facility near you or have questions, call 800-752-6265.
2. **Authorize the repair facility to perform the necessary diagnosis and obtain a repair estimate.**
  - Coverage does not pay for diagnosis charges on repairs not covered under this service contract/policy.
3. **IMPORTANT: Confirm the repair facility obtained a repair authorization number prior to beginning any repairs covered by your service contract/policy. Refer repair facility to instructions below.**
4. After repairs are complete, pay deductible and cost of any repairs not covered by contract/policy.

## INSTRUCTIONS FOR THE REPAIR FACILITY

1. **Obtain permission from service contract/policy holder to perform the necessary diagnosis and provide an estimate of repairs.**
  - Coverage pays retail labor rates and manufacturer's suggested retail price on parts. It does not pay for diagnosis charges for repairs not covered under this service contract/policy.
2. **IMPORTANT: Obtain a repair authorization number prior to beginning any repairs covered by this service contract/policy. Initiate claim via [www.mrclaims.net](http://www.mrclaims.net) or by calling Claims: 800-752-6265**
  - In the event that a repair is performed outside of service hours, please call the following business day to receive further instructions from the Administrator.
3. **Bill Administrator for authorized repairs. Collect any required deductible and/or payment for unauthorized repairs from the service contract/policy holder.**
  - The preferred method of payment is via the Administrator's corporate credit card. To arrange this, contact the claims administrator for instructions or go to [www.mrclaims.net](http://www.mrclaims.net).

## ADDITIONAL FEATURES OF YOUR MECHANICAL REPAIR COVERAGE SERVICE CONTRACT/POLICY

**Emergency Travel Expense Reimbursement (Not available in NY): Call 1-800-752-6265**

- If covered vehicle is disabled by a covered mechanical breakdown 100 miles or more away from home, you are eligible for up to \$200 per day for a maximum of five days for emergency local lodging, meals and transportation expenses. Your vehicle must be out of service overnight to be eligible.

**For Rental Reimbursement, Call: 1-800-752-6265**

- If your vehicle is held by a repair facility for covered repairs, rental coverage is provided up to \$35 per day for a maximum of five days (can be extended to 10 days if a parts delay). Available on the first day of covered repair.